



## Why is it Important to Empower the Government Workforce?

Government urgently needs to empower its workforce to be more productive and collaborative so that they can:

- **Effectively deliver service throughout an employment crisis expected to last through 2010**—A significant percentage of the workforce is retiring, and collaboration tools help a reduced workforce be more productive. They also help make government more attractive to potential recruits, who expect the same collaboration tools, such as instant messaging and Web conferencing, they use in their personal lives. Younger workers understand how to use Web 2.0 technologies to satisfy constituents, more than half of whom turn first to the Internet for answers to government-related questions.\*
- **Operate efficiently with a highly distributed workforce**—Eighty-four percent of government employees work outside of the government main campus.\*\* The distributed workforce needs to be able to collaborate with colleagues in other locations to avoid the time, expense, and environmental impact of travel.
- **Ensure security and continuity of government**—Employees need to be able to continue to collaborate during natural or intentional disruption. The tools used to empower the workforce must help government secure sensitive and classified information and protect the privacy of citizens and employees.

## Cisco Solutions for an Empowered Government Workforce

Government agencies and ministries around the world are using Cisco technology and innovative business processes to:

- Improve workforce productivity by enhancing application performance and collaboration for remote employees
- Offer innovative services that make government relevant to citizens and business
- Maintain citizen and government employee safety and security during normal operations as well as disruption

Cisco solutions for an empowered government workforce help transform government into a seamless, collaborative operation that delivers the services that citizens expect—and in a way that rewards and engages employees.



## Unified Communications

Cisco's Unified Communications provides secure, collaborative communication regardless of the employee's access device or location. Seamless collaboration breaks down the barriers of time and distance to securely connect government employees with each other and with constituents. Employees in remote offices operate and interact with the same flexibility and timeliness as those on the main government campus.

Unified communications facilitates information sharing and speeds decision making—the cornerstones of innovative citizen and business interaction. Furthermore, all capabilities are integrated into a single router for the remote office, which reduces management costs and complexity.

## Mobility

Mobility refers to government employees' ability to connect to their constituents and co-workers with voice, video, and Web collaboration, from any workspace—desk, conference room, home, airport, or between appointments with citizens and businesses.

Mobility solutions also contribute to continuity of government. If employees can deliver government services no matter where they are, government operations are far less affected by inclement weather, natural disaster, or intentional disruption in any specific geographic location. With Cisco's mobility solutions, the government workspace is wherever the government employee happens to be.

\* Pew Research, December 2007

\*\*Office of Personnel Management, July 2007



## Application Performance

The government workforce is highly distributed, and remote office employees need the same level of application performance as those who work on the main campus, without large capital outlay for bandwidth upgrades. Cisco Application Performance solutions cost-effectively meet the need by delivering LAN-like application performance over the WAN, which is ordinarily slower. Faster application performance improves productivity, and the ability to deliver application services over low-bandwidth connections reduces costs. Additionally, remote offices can use Cisco remote office routers to operate third-party application services that would ordinarily require a separate server, further reducing costs.

## Integrated Security

Information security is critical for all government offices, including remote offices. The same Cisco remote office router used for collaboration, mobility, continuity, and faster application performance also provides physical security (video surveillance, video conversion, and video analytics) and cyber security (threat defense, authentication, and content filtering).

Cisco's innovative approach—integrating physical security and cyber security into the remote office router—reduces ongoing management costs. It also helps to enforce uniform control over cyber security threats and vulnerabilities policies because IT personnel can apply and monitor policies for all locations from a single, easy-to-use interface.

## Solutions Summary

Cisco solutions for empowering the government workforce include:

- **Unified communications**—Provides standards-based collaboration and communication tools to improve employee productivity
- **Mobility solutions**—Extends enterprise collaboration to remote and mobile workers
- **Seamless Mobile Collaboration (SMC)**—Connects the mobile workspace across many networks, devices, and operating systems to support a reduced, geographically distributed workforce
- **Wide Area Application Services (WAAS)**—Delivers LAN-like application performance over the WAN
- **Integrated security**—Maintains information protection and privacy at any level, and enables the IT group and physical security group to monitor and survey government locations to protect the security of the government workforce.
- **Telework solutions**—Provides secure communication capabilities for accessing agency voice, video, and data services from any location
- **Cisco TelePresence**—Provides a secure, face-to-face meeting environment for collaboration with dispersed leaders, subject matter experts, constituents, and telework centers

## Why Cisco?

- **Government experience**—Cisco has worked with global governments and understands their challenges. We can deliver an integrated solution that provides a consistent, secure service experience across fixed and mobile networks, regardless of user devices and geographic location.
- **Flexible financing**—Cisco Systems Capital Corporation offers innovative, flexible financial programs to meet agency cash-flow needs.

- **Partnerships**—Cisco maintains partnerships with industry IT leaders to help governments to deploy and manage highly adaptable network infrastructures and innovative applications. This approach allows governments to extract the most value from their investment while improving constituent services.

## Resources

For more information, please visit the Empowered Government Workforce Website:

[www.cisco.com/web/strategy/government/national-solution-egw.html](http://www.cisco.com/web/strategy/government/national-solution-egw.html)